



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
PUBLIC HEALTH SERVICE, INDIAN HEALTH SERVICE  
TUCSON AREA OFFICE, TUCSON, ARIZONA



**VACANCY ANNOUNCEMENT**

**ANNOUNCEMENT NUMBER:** SWR-06-0084

**OPEN:** November 16, 2005\*

**CLOSE:** Until Filled

\* A list of qualified applicants may be compiled and referred to the selecting official, 15 working days after the "open" date of the vacancy announcement. If a selection is not made from the first list, subsequent lists may be issued at the request of the selecting official. Those candidates who have complete application packets on file as of each request date will be considered for the vacancy.

**AREA OF CONSIDERATION:** All qualified applicants

**POSITION TITLE/SERIES/GRADE:** Medical Support Assistant (OA), GS-0679-03/04/05

**VACANCIES:** One (1)

**SALARY RANGE:** GS-03: \$21,950 - \$28,536 per annum  
GS-04: \$24,641 - \$32,031 per annum  
GS-05: \$27,569 - \$35,844 per annum

**PROMOTION POTENTIAL:** If the position is filled at the lower grade, an incumbent may be promoted to the full performance grade level once all legal and regulatory requirements are met, however, such promotion is neither automatic nor guaranteed.

**APPOINTMENT TYPE:** Permanent, full-time, 40-hour week

**ORGANIZATION/DUTY STATION:** Sells Service Unit, Division of Clinical Services, Ambulatory Care Branch, Sells, Arizona

**HUMAN RESOURCES OFFICE:** Southwest Regional Human Resources Office, 7900 South J Stock Road, Tucson, AZ 85746 (520) 295-2434

**CONDITIONS OF EMPLOYMENT:**

- No Government housing is provided
- The Tucson Area Indian Health Service is a smoke-free work environment.
- Male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System or are exempt from having to do so under the Selective Service Law.
- A selectee born after 1956 must present proof of immunity to measles and rubella or be vaccinated before their appointment (subject to certain exemptions).
- A selectee to this position is subject to a background security investigation.
- A selectee to this position may be required to satisfactorily complete a one-year probationary period.

**TRAVEL and RELOCATION:** Travel and relocation costs will be paid in accordance with applicable Federal and departmental travel regulations.

**DESCRIPTION OF DUTIES:** **GS-03:** Provide clerical services associated with patient care and treatment for the nursing and medical staff on the Ambulatory Care Unit. Greet all patients and visitors graciously and courteously and extending appropriate assistance or direction. Receive routine telephone calls and visitors. Arrange patient appointments for visits, referrals and other appointments requiring coordination of scheduled time with outside medical facilities. Request medical records, assemble and file x-ray and laboratory reports. Responsible for maintenance of forms and office supplies and notifies Housekeeping of linens needed or rooms to be cleaned. **GS-04:** Assist in setting up transfer of patients by contacting ambulance services and gathering necessary medical records. Perform typist duties necessary for the operation of the unit. Responsible for attending monthly unit meetings and typing the minutes for each meeting using computer word processing programs, proper format, punctuation and spelling. Completion of duties requires knowledge and skill in the use of electronic systems. **GS-05:** Perform as a timekeeper for the unit. Process and maintain time and attendance records for the unit comprised of full-time, part-time and temporary employees utilizing an automated system. Responsible for accurate recording of hours worked or leave taken. Perform review, audit and research of time and attendance records and amend records, if necessary. A skilled typist is required. Performs other duties as assigned.

**SELECTIVE PLACEMENT FACTOR:** None

**QUALIFICATION REQUIREMENTS:** Candidates must have had experience and or education as described below. Your description of work experience, level of responsibility and accomplishments will be used to determine that you meet these requirements.

GS-03: 26 weeks of general experience OR 1 year of education above high school.

GS-04: 52 weeks of general experience OR 2 years of education above high school.

GS-05: 52 weeks of specialized experience equivalent to the GS-04 grade level OR 4 years of education above high school.

**COMBINING EDUCATION AND EXPERIENCE:** Combinations of education and experience may be used to meet total qualification requirements for the grade levels specified. Transcripts must be provided if substituting education for experience.

**PROFICIENCY REQUIREMENT:** In addition to meeting experience requirements, applicants must show possession of the following skill: 40 words per minute typing speed. Applicants may meet this requirement by

- Presenting a certificate of proficiency from a school or other organization authorized to issue such certification, or
- By self-certifying their proficiency on their application, or
- By completing the attached Self-Certification Statement.

**GENERAL EXPERIENCE** is defined as progressively responsible clerical, office, or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

**SPECIALIZED EXPERIENCE** is experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position and that is typically in or related to the position to be filled.

**KNOWLEDGE, SKILLS AND ABILITIES (KSAs):** Applicants who meet the basic qualification requirements described in this announcement will be further evaluated by determining the extent to which their work or related experience, education, training, awards, outside activities and performance appraisal, etc., indicate they possess the knowledge, skills and abilities described below. All applicants should describe clear, concise examples that show level of accomplishment or degree to which they possess the KSAs on a separate attachment. The information provided will be used to determine the "best qualified" candidates.

1. What in your background indicates your ability to deal harmoniously with patients and medical staff?
2. What in your background indicates your ability to schedule appointments and refer patients to appropriate clinical unit?
3. What in your background indicates your knowledge of medical terminology?

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet time after competitive appointment, time-in-grade and qualification requirements by the closing date of the announcement. If selected under the Excepted Service Examining Plan (ESEP) or the Delegated Examining Unit (DEU) procedures, time-in-grade requirements do not apply.

**QUALITY OF EXPERIENCE:** Experience must have been at a level of difficulty comparable to the next lower grade in the Federal service. It is an applicant's responsibility to provide documentation or proof that he or she has met the qualification requirements of the position. Reference inquiries, including contacts with candidate's instructors, supervisors or employers may be made to obtain further information about the candidate's professional qualifications for the position.

**HOW TO APPLY:** Interested applicants must submit one of the following:

- OF-612, Optional Application for Federal Employment; or
- Resume; or
- Any other written application to: Tucson Area Indian Health Service  
Attention: SW Regional HR Office  
7900 South J Stock Road  
Tucson, AZ 85746

For additional information or to obtain a copy of the vacancy announcement or forms, you may:

- Call the Human Resources office at 520- 295-2435 or
- Visit the OPM website at [www.jobsearch.usajobs.opm.gov/](http://www.jobsearch.usajobs.opm.gov/) or
- The IHS website at [www.ihs.gov/JobsCareerDevelop/Jobs\\_index.asp](http://www.ihs.gov/JobsCareerDevelop/Jobs_index.asp)

**SEPARATE ATTACHMENTS REQUIRED IN ADDITION TO APPLICATION / RESUME:**

1. If claiming Indian Preference, Form BIA-4432, *Verification of Indian Preference for Employment*. (Current Tucson Area IHS employees may state on their application that proof of Indian Preference is on file in their Official Personnel File).
2. Narrative statements with specific responses to the Knowledge, Skills and Abilities (KSAs) and/or Selective Placement Factor identified for this position. One page per KSA.
3. Optional Form 306, *Declaration for Federal Employment*, MANDATORY for all positions.

4. Addendum to Declaration for Federal Employment - IHS-Child Care & Indian Child Care Worker Positions Form – MANDATORY for positions that require regular contact or control over children.
5. If Veteran preference eligible – Submit evidence of eligibility, i.e., DD-214, *Certificate of Release or Discharge from Active Duty*, or SF-15, *Application for 10-Point Veteran Preference* and the proof requested on the SF-15 form.
6. If current or former federal employee, Form SF50B, *Notification of Personnel Action*.
7. If a PHS Commissioned Corps applicant, copy of Personnel Order.
8. Copies of current/active license or certification.
9. College transcript(s).
10. Copy of most current performance evaluation.

#### INFORMATION NEEDED ON APPLICATION / RESUME

1. Announcement number and title and grade(s) of the job you are applying for; full name, mailing address (with zip code) and day and evening telephone numbers; Social Security Number; Country of citizenship.
2. Highest Federal civilian grade held (also give job series and dates held).
3. High School – Name, city, state (zip code, if known), date of diploma or GED.
4. Colleges or universities – Name, city, state (zip code, if known), majors, type and year of any degrees received (if no degree, show total credits earned and indicate whether semester or quarter hours). Attach transcript(s).
5. Residency training - Indicate specialty; name and location of hospital, name of program director, dates attended (month/year), date certificate received (if applicable).
6. Certification by a Specialty Board – Indicate if you are eligible for certification by an American Specialty Board or if you are board certified. Indicate name of specialty board and date (month/year) of certification or eligibility (if applicable). Attach certification.
7. Work Experience (paid and unpaid) – Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (**month/year**), **hours per week**, salary and indicate if we may contact your current supervisor.
8. Job-related training courses (title and year), honors, awards and special accomplishments, (i.e., publications, memberships in professional or honor societies), leadership activities, public speaking and performance awards.
9. Job-related skills, for example, other languages, computer software/hardware, tools, machinery, typing speed.

Application Instructions for Public Health Service Commissioned Corps Candidates: Your resume or curriculum vitae must contain all the information listed in HOW TO APPLY in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. A narrative statement addressing specific information related to any knowledge, skills and abilities, which are being used as a selective and/or evaluative factor is required. Proof of an appropriate license, if applicable, must also be provided. Applicants claiming Indian Preference must submit proof on Form BIA-4432 and will be evaluated against the applicable Preston Standard or the Civil Service, if no Preston Standard exists. Candidates must meet full qualification requirements. If your resume or curriculum vitae does not provide all the information requested in the job announcement, you may lose consideration for the position. Submit a copy of your personnel order.

#### Other Information:

Applications, resumes or other written application format must contain all of the information listed above in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. If your application, resume or other written application format does not contain all the information and forms requested in the announcement, you may lose consideration for this job.

**APPLICATIONS WITH REQUIRED FORMS MUST BE RECEIVED IN OUR OFFICE NO LATER THAN 5:00 P.M. ON THE CLOSING DATE OF THE ANNOUNCEMENT. TELEFAXED/EMAILED DOCUMENTS WILL NOT BE ACCEPTED. THERE WILL BE NO EXCEPTIONS.**

Preference in filling vacancies is given to qualified Indian Preference candidates in accordance with the Indian Preference Act (Title 25, United States Code, Sections 472 and 473).

Applicants or current Federal employees claiming Indian Preference must indicate on their application packet, if they wish to be considered under the Merit Promotion Plan (MPP), the Excepted Service Examining Plan (ESEP), or both. If not, they will be considered under the MPP only.

Proof of U.S. Citizenship is required for an appointment to the Indian Health Service. The Director, IHS may grant an exception to this policy for appointments to excepted positions, provided that the current appropriations act permits IHS to pay citizens from the country where the applicant is from.

Additional selections may be made within 90 days from the date the Candidate Referral Roster was issued if the position becomes vacant or to fill an identical additional position.

A former employee, who received a buyout and subsequently returns to a position in a Federal agency, whether by reemployment or a contract for personal services, is generally obligated to repay the full amount of the buyout to the agency that paid it.

If position is advertised at multiple grade levels, it can be filled at a lower grade than the full performance level. Advancement to the next grade without further competition is possible, once all legal and regulatory requirements are met, however, such advancement is neither automatic nor guaranteed.

The Tucson Area Indian Health Service provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify the Human Resources Management Branch at (520) 295-2435. The decision on granting reasonable accommodation will be on a case-by-case basis.

**AREA INFORMATION:** The Tucson Area encompasses the Pascua Yaqui (pah.skwah ya.ke) and Tohono O'odham (to.ho.no aah.tum) Indian Reservations. The Sells Service Unit (SSU) is the primary source of health care for the approximately 24,000 people of the Tohono O'odham Nation. The SSU consists of an American Hospital Association affiliated JCAHO accredited hospital at Sells (65 miles west of Tucson) and three health centers - San Xavier Health Center located in Tucson; Santa Rosa Health Center located in Santa Rosa and the Westside Health Center (due to open in 2006) located in San Simon Village. The SSU also provides an environmental health program, which is responsible for construction and maintenance of sanitation facilities. The SSU has a community focused health care delivery program and works in close association with the Tohono O'odham Tribal Health Committee and Tribal Health Department.

Tucson - Arizona's second largest metropolitan area is home to nearly 600,000. Tucson is one of the oldest continuously inhabited sites in North America, steeped in a rich heritage of Indian and Spanish influence. It affords entertainment, recreation and shopping and cultural opportunities. The arid desert climate receives an annual rainfall of 7 inches with average temperatures ranging from 50° in winter months to over 100° in summer.

In other than the above, the Department of Health and Human Services is an equal opportunity employer. The Department does not discriminate in employment decisions on the basis of race, color, religion, gender, national origin, age, disability or sexual orientation.

**TUCSON AREA OFFICE  
HUMAN RESOURCES BRANCH**

**SELF-CERTIFICATION STATEMENT**

All clerical (typing, office automation and stenography) positions filled by the Tucson Area Office, Indian Health Service, requires applicants to possess full capability to perform typing and/or stenography tasks. If you have the abilities listed below, please complete, sign and date the self-certification statement and submit it along with your application.

**Section I: To be eligible for Clerk-Typist, Office Automation, or Secretary (Typing) or Secretary (Office Automation) positions, you must be able to:**

1. Type 40 words per minute; words per minute are based on a five-minute sample with three or fewer errors.
2. Properly lay out and space correspondence and other documents of similar complexity.
3. Identify basic grammatical errors and correct spelling and punctuation.

**Section II: To be eligible for Clerk Stenographer/Secretary-Stenographer positions, you must be able to:**

1. Perform the Clerk-Typist duties as defined above.
2. Take shorthand at the rate of 80 words per minute.

I hereby certify that I meet the requirements set forth in this self-certification statement for:

Typing \_\_\_\_\_ Stenographer \_\_\_\_\_

**NOTE:** A certification statement must be signed and dated for each specific Vacancy Announcement. A falsification of this statement may be grounds for not employing you, or for dismissal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Addendum to Declaration for Federal Employment (OF 306)  
Indian Health Service  
Child Care & Indian Child Care Worker Positions

Item 15a. Agency Specific Questions

Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

(Please print)

Job Title in Announcement: Medical Support Assistant(OA) Announcement Number: SWR-06-0084

Section 231 of the Crime Control Act 1990, Public Law 101-647, requires that employment applications for Federal child care positions contain a question asking whether the individual has ever been arrested for or charged with a crime involving a child and for the disposition of the arrest or charge.

Section 408 of the Miscellaneous Indian Legislation, Public Law 101-630, contains a related requirement for positions in the Department of Health and Human Services that involve regular contact with or control over Indian children. The agency must ensure that persons hired for these positions have not been found guilty of or pleaded nolo contendere or guilty to certain crimes.

To assure compliance with the above laws, the following questions are added to the Declaration for Federal Employment:

- 1) Have you ever been arrested for or charged with a crime involving a child? YES\_\_\_\_\_ NO\_\_\_\_\_  
*[If YES, provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence and the name and address of the police department or court involved.]*
  
- 2) Have you ever been found guilty of, or entered a plea of nolo contendere (no contest) or guilty to, any felonious or misdemeanor offense under Federal, State, or tribal law involving crimes of violence; sexual assault, molestation, exploitation, contact or prostitution; or crimes against persons; or offenses committed against children? YES\_\_\_\_\_ NO\_\_\_\_\_  
*[If YES, provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence and the name address of the police department or court involved.]*

I certify that (1) my response to these questions is made under penalty of perjury, which is punishable by fines of up to \$2,000 or 5 years imprisonment, or both; and (2) I have received notice that a criminal check will be conducted. I understand my right to obtain a copy of any criminal history report made available to the Indian Health Service and my right to challenge the accuracy and completeness of any information contained in the report.

Applicant's Signature (sign in ink)

Date

Public Burden Statement: In accordance with Paperwork Reduction Act (5 CFR 1320.8 (b)(3)), a Federal agency may not conduct or sponsor and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Respondents must be informed (on the reporting instrument, in instructions, or in a cover letter) the reasons for which the information will be collected; the way the information will be used to further the proper performance of the functions of the agency; whether responses to the collection of the information are voluntary, required to obtain a benefit (citing authority), or mandatory (citing authority); and the nature and extent of confidentiality to be provided, if any (citing authority). Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data and completing and reviewing the collection information. Send comments regarding the burden estimate or any other aspect of this collection of information to the IHS PRA Information Collection Clearance Staff, 12300 Twinbrook Parkway, Suite 450, Rockville, MD 20852. Please do not send completed data collection instruments to this address.

**CTAP - INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION.**

If you are currently a DHHS employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration, you must:

1. Be a current DHHS career or career-conditional (tenure group I or II) or be a current IHS excepted appointment (with no time limits) tenure group II excepted/competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and, the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Meet the basic qualifications for the position, any documented selective factor, physical requirements with any reasonable accommodation and are able to satisfactorily perform the duties of the position without undue interruption.

**ICTAP - INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP)**

If you are a displaced Federal employee, you may be entitled to receive special priority selection under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from the Office of Personnel Management or our agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.
  - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
    1. Received a specific RIF separation notice; or
    2. Separated because of a compensable injury, whose compensation has been terminated and whose former agency certifies that it is unable to place; or
    3. Retired with a disability and whose disability annuity has been or is being terminated; or
    4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in Lieu of RIF;" or
    5. Retired under the discontinued service retirement option; or
    6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.
  - OR
  - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under Section 8337(h) or 8456 of Title 5, United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you are separated.
3. Have current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified for the position including documented selective factors, quality ranking factors, physical requirements with reasonable position upon entry accommodations and are able to satisfactorily perform the duties of the.